



Inter-agency Rules of Engagement.

MISSION Hubs. Inter-agency Rules of Engagement. (06/24) v2

MISSION Hubs 'raison d'etre' is to connect individuals and MISSION Group agencies, Partner and Affiliate agencies to deliver professional support and commercial opportunities.

In such instances, it is requested that all parties adhere to the following Rules of Engagement that are designed to remove any ambiguity regarding deliverables and commercial expectations.

Terminology

For the sake of this document 'Agencies' means MISSION Group agencies, Partner agencies and Affiliate agencies.

'Internal services' means, services delivered by the agency using it in house / existing resources.

'Third-party service' means, services delivered to the agency by an external supplier not owned or, affiliated to the agency procuring the services.

'Live project' means a project already commissioned by a client from an agency.

Collaboration

- 'Agencies' agree to collaborate in an open and transparent fashion sharing commercial information as required to deliver a project or, a request. This might be under a specific NDA if applicable.
- 'Agencies' are free to accept or decline in good faith, projects offered to them or, requests made of them, by other 'Agencies'.
- 'Agencies' are requested to provide their internal services (for scoping, discussions, or information purposes), to MISSION Group Agencies, Partner or Affiliate agencies on a pro-bono basis for up to 2 hours at their discretion.
- If third-party costs are likely to be incurred, these should be agreed in writing between the parties before commencing work.
- Such third-party service costs are passed through at net (no-mark-up).
- Where a request will take longer than two hours to deliver or is identified as a 'live project' for a client, the Agency delivering the service should agree (in advance), a 'fair and reasonable' level of remuneration with the Agency making the request. This agreement is exclusively between the two parties as it relates to the specific request in question.
- Whilst it is recognised that each request will be different in nature and, therefore costed uniquely. For guidance, an inter-MISSION Hubs network mark-up rate of no more than 10% on internal costs is suggested.

Pitch Situations

It is recognised that pitch situations differ from supporting exist commercial opportunities in so far as, costs will be incurred, and income is not guaranteed.

Therefore, Agencies are required to:

- Be open and transparent with each other about.
 - the client/prospect and their relationship with the client/prospect (and/or intermediary).
 - the size, scope, and budget of the project being pitched for.
 - the anticipated involvement required by the other agency in the pitch process.
 - the anticipated involvement required by the other agency post pitch.
 - roles, responsibilities and chain of report, pre and post pitch.
- These factors should be discussed, and actions agreed in writing (email), before the commencement of work.

Contractual Agreements

All MISSION Partner and Affiliate agencies are bound by the general Terms of Partnership as described in the MISSION Partner Terms of Partnership agreement.

(An up-to-date version is available to download from <https://missionhubs.co.uk/partners-area/>)

When 'Agencies' enter a relationship focussed on the delivery of a specific project or opportunity, it is recommended that the parties put in place the necessary bespoke agreements to protect the commercial interests of their businesses and those of their client and/or prospect. These agreements should include but are not limited to:

- A non-disclosure agreement.
- A memorandum of understanding.
- A scope of work including deliverables.
- A remuneration agreement.

Disagreements

Whilst an open and transparent approach is encouraged, disagreements between parties can arise. In such instances, and without prejudice, MISSION Hubs can act in arbitration or, suggest a neutral third-party.

Amendments

Any future amendments to these terms will be posted for review on <https://missionhubs.co.uk>

For further information, please contact:

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